

I became an Alltel customer in February of 2004 and signed up for a 2 year program. The terms of the agreement were that there would be an early termination fee of \$200 should I choose to cancel my contract. As part of the service that the company (Alltel was to provide for me was the ability to talk between my cell phone and my home phone with out using minutes.

Recently I was transferred with my employer to San Antonio, where I subsequently find out that they do not have local service. So now any phone calls to my home are considered out of the loop and are like any other call that I make. The result of this is that I used many more minutes since I moved than before.

I contacted Alltel to cancel my contract because they could not fulfill their part of the agreement and asked them to waive the early termination fee. Needless to say, Alltel told me that they are required to charge this fee because I did not meet the 2 year requirement. Again, an outright lie, as in the agreement copy that I have, it clearly states that Alltel may charge the fee. The operative word here is "MAY". They do not have to.

I would like to file a complaint against Alltel for not providing me with the service that they promised when I signed up with them (regardless of where I move to) and also for not waiving the \$200 fee per phone (There were two phones).